



1. This appliance is designed to be used indoors and under no circumstances should it be installed outside.
 2. This appliance should only be used in a domestic environment by a responsible person to wash household laundry according to the instructions.
 3. Under no circumstances should children be allowed to operate or tamper with this product.
 4. Beware, this appliance is heavy; do not attempt to move it, unless you are able to do so.
 5. Before putting on a new wash load, please ensure all previous items have been removed.
6. For electrical safety do not attempt to operate this machine with wet hands or feet.
7. Do not operate this appliance connected to an extension lead. If a longer supply cable is required this must be replaced with one of the same specifications in compliance with the current electrical regulations. This operation should be carried out by a qualified person.
8. After putting in the detergent, ensure the soap drawer is fully closed before operating the appliance. Only automatic detergent should be used, or too many suds will be produced and damage may occur to internal parts.
9. Beware that during the wash cycle the door glass can become hot. Children should not be left unsupervised whilst the appliance is in operation. During operation the door is locked at all times. On each stop position the door will release after an approximate 3 minute time delay. Do not attempt to open the door before this time otherwise damage may occur to the door release mechanism.

GENERAL MAINTENANCE

Moving your machine

All machines must be moved from the side closest to the soap box.

Operating your appliance

When operating your appliance please inspect it first to familiarise yourself with the controls. Newer appliances are touch button so actually pushing the on/off start button may not be necessary. Some appliances no longer have 'timer knobs' that move, they now have a display of lights which allow you to determine the programs.

Laundry loads

Please do not overload your washing machine; this can cause damage which will not be covered by your guarantee.

After every wash

Leave the door open and wipe the door gasket dry after each wash so that damp or odours do not form. If your appliance has a filter, please check and clean it after two or three washes.

Remove the plug

Before cleaning or servicing always remove the plug from the socket. This is for safety reasons.

No solvents or abrasive substance

You do not need solvents or abrasive substances to clean the outside of the washing-machine and the rubber parts. Just use a cloth, warm water and soap.

Detergent dispenser drawer

This can be removed and cleaned. Just pull it towards you, as shown in the diagram, and leave it under running water for a few minutes.

Cleaning and special servicing Hose

Check the hose once a year. It should be replaced if any signs of splitting or damage can be seen. The machine is under a lot of strain while operating and this may cause a cracked hose to split open suddenly.

Removing lime scale

Water contains increasing amounts of lime scale because of pollution. If you live in a hard water area in addition to using water-softener in each wash, it is a good idea to put the machine through a cycle without laundry or detergent, just using lime scale remover.

TROUBLE SHOOTING

First, don't worry! There may be nothing wrong at all. Look for your problem below, then check the things we suggest. More often than not, this will give you the answer to your problem, and you'll be able to carry on without having to telephone our Customer Care Team. If after this you still cannot get your machine to work, follow the advice given at the bottom of the page.

Machine won't start

Make sure:

the appliance is plugged to the mains socket; you have electricity in your home, the door is firmly shut, the programme is properly set and the mains water tap is open.

Machine won't fill

Make sure:

the water tap is open and connected correctly to the hose; the water mains has not been cut off and that water pressure is sufficient; also check the hose for kinks.

Water is pumping in and out all the time

Make sure:

there are no kinks in the drain pipe and that it is at least at a height of 60-100 cm; the pipe mouth is not below water level and that the wall drain has no air outlet. If the problems continue even after you have checked these points, shut the water tap and turn off your washer.

Problems with pumping out water or spinning

Make sure:

the programme selected has a draining cycle; the drainage pump is not jammed; the drain pipe is bent; the drainage piping is plugged; any drainage pipe extensions are properly connected and do not prevent water flow.

Lots of vibration during the spin

Make sure:

the washer is levelled correctly or too tightly fitted between furniture units and the wall.

Humming noise

Make sure:

water taps/supply has not been accidentally turned off; there are no kinks in your water supply hose.

Your washer is leaking

Make sure:

the ring nut of the supply pipe is firmly tightened; the detergent dispenser is not plugged and the drainage pipe is firmly fixed.

Ensure all hoses are connected properly and turned on (these are not covered by your guarantee). If an engineer has to visit due to leaks, kinks or tapes not turned on correctly a £25 call-out fee will be charged.

If it still won't work...

Contact us on 028 9182 1112

If something is still wrong with your machine after you've been through the check-list above:

1. Switch off and unplug your machine from the mains.
2. Call us on the number above.

When you contact us we will want to know the following:

1. Your name, address and postcode.
2. Your telephone number.
3. Clear and concise details of the fault.
4. The reference number from your purchase receipt, invoice or Refresh sticker on the back of the appliance.
5. The place and date of purchase.

Our opening hours are Monday to Thursday 9.30am – 6pm, Friday 9.30am – 5pm. If your call is outside these hours please leave a message and we will contact you the following working day. PLEASE NOTE that incorrect use and installation of your appliance may cause damage which will not be covered by your guarantee. If an engineer has to visit due to user error or incorrect installation a £25 call-out fee will be charged.

For further information please go to www.manualsonline.com and look up your specific brand and model.